

Office of Inspector General
State of Illinois
Sally Boyle / Citizen Advocate
Consumer Protection Division
500 South Second Street
Springfield, Illinois 62901

Dear Ms. Boyle,

Per our conversation on March 17, 2005, you request that I submit a letter responding to the following:

- 1. Why hasn't the complaint been resolved
- 2. How I want to resolve it
- 3. Why should it be resolved

1. At this time I have done what I feel is humanly possible to get this matter resolved. I written to you in August per your request and I've been waiting for assistance. I've now been requested to write the second time and at this stage I'm hoping this matter can be resolved finally. I've attempted to contact the vender many, many times and have not gotten a response from them. I've left messages for Brad Smith at least 30 times after I wrote to you in August, still no reply. I received a bill (see attached) from AT&T in January requesting a sum of \$3,154.54 again asking for the amount being disputed. At this time I've done everything that has been requested of me.

2. The resolution I'm looking for is the only fair one. I was on an Internet system within my area code. I made sure before signing-on to AT&T that it was not a tool call. I also had unlimited long distance that even if it was a long-distance toll call I should not have been billed for the long-distance cost. All charges should be removed with a 0 balance remaining.

3. A customer should not have to go through this type of hassle when told that a service would consist of unlimited long-distance and then after they sign-on the contract changes without notification and they are billed monthly after numerous conversation 2-3 times a month to resolve the issue is failed. This I consider is false advertisement and misrepresentation of their service plan.

I'm hoping after these attempts that this can be resolved as soon as possible.

I'll be looking to here from you as soon as possible. Thank you in advance for your assistance in this urgent matter.

Sincerely,


Anita McKeever
Consumer

CC: Original Complaint
Complaint response 8/30/04
Bill dated 1/7/05 from RMA

8/30/04

Sally Boyle
Citizen's Advocate
Consumer Protection Division
500 South Second Street
Springfield, Illinois 62706

Anita McKeever
9720 S. Longwood Drive
Chicago, Illinois 60643

Dear Sally Boyle,

Per our conversation today 8/30/04, it was requested that I put in writing my response to the letter dated 8/26/04. The response given to the Office Of The Attorney General by **AT&T were as follow:**

1. Customer dispute a \$3,200 bill which the plan had unlimited local and long distance on one line but not the line with the Internet service.
2. Customer had problems similar with SBC
3. Phone contact and letter contact to customer for response to contact Brad Smith
4. Calls billed are correct on the account

Response from AT&T's Response:

1. Customer does dispute an amount billed for local and long distance service for \$3,200.
2. Customer did state that she had a similar problem with SBC and SBC rescinded the charges based on the plan and their mistake. SBC did admit that the 773 area code numbers were in deed local. Again, these are the same numbers that AT&T representative reported were local as well when I, the customer signed-up for AT&T services.
3. Customer contacted Mr. Brad Smith AT&T Executive Director at least 10 times and left messages for him to contact her back. Customer, Anita McKeever left her home number, work number and cell number. These numbers are as follow: 312-793-6724 wk, 773-233-3559, home and 312-909-0088 cell. Mr. Smith never got in contact with me in person. There were two voice messages left on my work phone and the letter informing me he was attempting to contact me which I called back immediately the very next day several times and left messages on Mr. Smith voice mail.

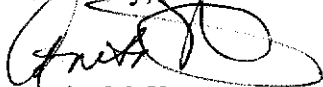
4. Calls were not billed correctly due to the second number was suppose to be unlimited local and long distance as well as the number that was dialed up was a local number starting with 773 the same local number as my phone and was verified as a local number by AT&T Representative upon sign-up with the service.

NOTE: When a customer signs-up initially for service it was stated that the conversation was recorded. Proof and verification of the representative's verifying the numbers on my Internet service were local was done on the initial sign-on call. I also requested that her verification be put on my account so I wouldn't have any problems such as this that exist. WHAT ELSE CAN A CUSTOMER DO TO ENSURE ACCURACY IN THE BILLING OF THEIR ACCOUNT AS WELL AS TO AVOID COMPLICATIONS< TIME AND ENERGY SPENT DISPUTING PHONE CALLS THAT WERE SUPPOSE TO BE LOCAL WITH AN UNLIMITED LOCAL AND LONG DISTANCE SERVICE.

I, Anita McKeever have spent countless time disputing something that should have never existed. The inconvenience reported in my first correspondence regarding my service, how it was handled the amount of phone calls made to AT&T over a course of 4 months would show I'm not trying to get over, take advantage or not be responsible. I have done I could do regarding this matter and have gotten disrespected by AT&T staff, spoke to in a condescending matter and even in their rebuttal they mention SBC when I only used them as a example of how mistakes are made and how SBC corrected their mistakes, admitted to me they billed incorrectly and wrote a letter of apology. I went to AT&T only due to the inconvenience of SBC and their mistake. Not because their service was unacceptable. However, at this point I do find AT&T service, representation to be unacceptable, disrespectful and untruthful relating to their customer's account.

I am looking for nothing but the account be corrected and for me not to be accountable for the balance that should not have ever existed. I'm looking for help from the Office Of The Attorney General. I hope this matter can be resolved amicable and justly. If you have any questions or concerns, please contact me at any of the numbers listed above.

Sincerely,



Anita McKeever
Customer

AT&T
CEO / David Dorman
Complaint Department
P.O. Box 944071
Maitland, Florida 32794-4071

Anita McKeever
AT&T Customer
9720 S. Longwood Drive
Chicago, Illinois 60643

RE: (773) 233-4579
(773) 2334241

Dear AT&T Complaint Department & CEO Mr. David Dorman,

I, Anita McKeever became your customer January 30, 2004 due to the dissatisfaction with SBC and their method of incorrect billing on my local and long-distance service. I received a call from AT&T the end of January from AT&T inquiring as well as requesting that I consider your company for my telephone service. I inquired extensively with your representative about your policies and procedures relating to your offered local and long distance service as well as provided a thorough review of the problems stemming from the AOL Internet service. After inquiring about AT&T methods of billing and providing an overview with the representative through our discussion which lasted over 45 minutes I checked all 4 numbers with her that were listed on my AOL Internet service to make sure of the numbers identified by AT&T were local dial up service in which I **would not** be billed for as well as have any problems pertaining to this particular situation as I had before with SBC. I also requested that the representative who signed me up make sure she put on my account the conversation held and the verification of the local dial up numbers that she verified for me over the phone. She read back to me our conversation and stated this was on my account to avoid future problems as I had encountered with SBC. When I spoke with your representative in March pertaining to my bill, which I called because I questioned the amount of billed, I informed her that I was very cognizant of how this could become a problem based on past experience and how I had to continuously call SBC regarding this issue until it was resolved. I feel I did my best to ensure that this problem would not exist with AT&T. Her response was "why didn't I stay with them? I answered by explaining that initially I tried to prevent this by inquiring as well as ensuring the dial-up numbers given to the representative upon sign-up, were local numbers with AT&T data base system, so I would not be charge long-distance /toll service charges for them. I explained further that I was given the two numbers by the representative that was suppose to be local numbers and to use only those numbers as dial -up for my Internet. This would ensure and prevent any billing problems with my Internet service with AOL. Doing this conversation, I requested a billing summary of the calls. The representative stated, that there were not any listed toll calls in her computer for the month of March that could summarize activity on the account.

These toll calls were not listed on my bill either. I also inquired about quality assurance of AT&T's corporation as well as I inquired about the recording of conversations with the customers. The representative reported that the initial sign-up with AT&T service is not taped. So, the initial conversation could be verified based on the taped conversation. The representative also reported that the initially representative who signed me up are only contracted by AT&T and AT&T does not have any jurisdiction over them as well as AT&T could not verify any recorded conversations when you initially sign-up for service with AT&T company. I requested clarification from the representative who appeared annoyed with my questions and frankly stated to me that I was responsible for the charges and "that was that". I asked her what recourse did I have and she stated I could pay the bill or allow for my service to be disconnected if I choose not to pay. At this point I was very disappointed and asked to speak with her supervisor. A gentleman who would not provide me his name can to the telephone with the same attitude as the representative and pretty much **repeated** the same thing as the previous AT&T staff did. After several attempts to get more assistance the supervisor told me he would check with billing and get back with me. That never happened. The reference number to that conversation in March is W4AN0427. I called again in April and spoke with Heather, who was very helpful, courteous and respectful. She read back to me some of the conversations held with other representatives and did verify that the other person said to be a manager of the previous call was indeed not a manager. Again, this was very disheartening to know that a major corporation could operate this way with employees that would feel comfortable to be untruthful to their customers who is seeking resolution to a major billing problem. The reference number with Heather was W4AN0427.

I then received a call from billing requesting to bring my account up-to-date. I explained to the credit /payment department of my disagreement of the bill and asked how could I try to get this resolved. She transferred me over to the customer service department where I spoke with a manager for a "Bill Dispute" I made a regular payment on my account as if the toll charges did not exist until the problem was resolved. I then called at least 3-4 times a month regarding my bill and how to resolve the charges I disputed the bill from the months of March, April and May. I spoke with several managers, left many messages and received a correspondence from AT&T where you were trying to return my calls by mail. I called each time a received a correspondence from AT&T with a number that I provided AT&T where you could contact me any time. Again, I spoke with representatives and managers alike in an attempt to resolve this issue. The initial inquiry on my account, I made a request that if the matter was not resolved in a timely manner that my internet service under the telephone number 773-233-4241 have the same type plan as 773-233-4579 and the representative responded that they would review the charges and get back with me with the changes of the plan so I would not access this type of rate. Again, this never occurred and I brought this up several times when I spoke with AT&T managers who never offered me this option.

I am still disputing this bill. I have agreed in the contract with our plan for local and long distance service with AT&T on telephone number 773-233-4579 and an additional phone which is used for internet only 773-233-4241 and requested a different plan which would allow for me not to incur such long-distance charges as the plan I have with telephone number 773-233-4579. I want to pay the charges and bill that I originally contracted with

AT&T, which I have done on a monthly basis. It is not my intent to disregard my responsibility in any way, form or fashion. It is my intent to be treated fairly and resolve this dispute based on the information AT&T provided to me initially when I signed-up for your service. Remember, you called me requesting my business. I did not solicit you. It was your plan that sold me to your service and your salesmanship that convinced me that your service would be better than SBC. You made false promises from the beginning and I feel you have not fulfilled your end of the contract based on the original agreement made when I signed up for AT&T service. There are three things that I hold your corporation responsible for in this dispute and they are as follow:

- Initially upon telephone contact and sign-up I verified with you're representative that the number provided to her for verification of toll-free were accurate and correct. I requested that the representative put this in my record and I asked for her to read back to me my request, which she did.
- I called to follow-up consistently and continuously even during work hours to complain, dispute and try to resolve the issues around the billing on 773-233-4241.
- I requested during several calls to several managers that the Internet service be under the same plan as 773-233-4579 (free long-distance and local calls), which would remedy the problem until the March charges were resolved, which never took place.

There are several informational facts that must be included in this letter regarding my many attempts to resolve this critical issues and how AT&T managers and representatives represented the company. On 5/1/04 I spoke with Amy who was pleasant and respectful, stated the credit and dispute department would look into the situation and that she had read the many notes on the account and would again forward them to the appropriate AT&T managers. There were two correspondences from AT&T where it was acknowledged there a problem and they were in an attempt to contact me. Again, I left a number for contact where I was available any time of the day (see attachments).

On May 25, 2004 I called and spoke with a representative name Chuck and requested to speak with a managers whom Chuck reiterated to me that nothing was going to be done and that speaking with a manager would not change a thing. The manager, Jefferey came to the telephone very nasty, disrespectfully and condescending inquiring what could he do for me and as I been told if I want to continue my service I must pay because AT&T was not going to consider anything regarding this bill. I asked if he had reviewed my record and could see that from the beginning the charges were disputed and information provided was inaccurate and/or incorrect. He got very nasty stating the conversation was over, there is nothing AT&T could help me with and he was done talking to me. I begged him to hold on and requested to speak to his supervisor because this situation was something I needed higher management's involvement. Jeffrey stated to me "this is as high as you go, no one else can help you". I then asked for his supervisor's name, which he stated he did not have to give it to me anything and finished by stating the conversation is over and he hung-up **NOTE:** (this reference call # was W4320525 which was given to me by Jeffrey, the supervisor after repeated requests so that I could reference this call). After my conversation with AT&T's supervisor Jeffrey, I set in my seat amazed, dumb-founded and feeling helpless. I began to cry and asked myself what could I do. I remembered from the initial calls regarding this bill in March that a

representative had given me false information regarding their supervisor, so I called back to customer service and inquired who was Jeffrey, the supervisor's supervisor was. The representative gave me Wayne Cooper at Cooperate Headquarters in the Escalation Department. I called and left a voice message for Mr. Cooper, whom I never received a response from. I called Mr. Cooper several times after May 25th and to no avail I have not received a reply by telephone or mail.

Today, after my service was disconnected that I realized all the request for help, assistance from managers etc. did no good. All my efforts were in vain. It is to also be noted, that when I requested higher authority regarding this issue and requested Corporate level involvement it had been refused until today when I spoke with Jason reference # W6AE0617 who provided me with the "Complaint Department" address and the CEO's name. He also verified that all employees have this information to give upon customer's request. I realize this letter is long with a lot of information. However, I beg of you to look into this urgent matter as I feel your company has misrepresented your contractual agreement as well as misinformed me as a customer. I am a paying citizen and pride myself in paying for the service rendered. Currently AT&T has disconnected my service with an outstanding bill of \$3,200.42, with an amount of \$2,984.11 for immediate payment prior to re-connection of my service. This, I must add is ludicrous, as I rarely use any long distance service on either telephone. It is also to be noted that all the numbers on my dial up service for AOL Internet begins with area code 773. I hope this matter can be resolved as soon as possible. Thank you in advance for your time and consideration in this urgent matter.

Sincerely,



Anita McKeever
Customer of AT&T

Cc: Walter Jacobson/ Channel 32 (Fox News)

Attorney Harry DeFourneau / Attorney at Law

Attorney Lisa Madigan / Attorney General Office

Federal Communication Commission / Consumer & Governmental Affairs Bureau

Illinois Commerce Commission / Escalation Department- Supervisor, Mike Gibson

Illinois Commerce Commission / Escalation Department- Bureau Chief, Beth Bosch